



# Blue Top Newsletter

## Upcoming Meetings and Training

Meeting/Training	Date & Time (EST)	Location	Dial-In Info
CAB (Infrastructure Working Session)	Wed, July 12 9:30 to 3:30	GSA Central Office 1800 F Street, NW Room 4002	No telecon provided
Registrar Refresher Training	Thu, July 14 2:30 to 3:30	Telecon/Webinar	888-455-1864 Passcode: 3611044
Registrar Classroom Training	Wed and Thu Jun 15-16 Jul 20-21 Aug 17-18 Sep 21-22	HPE Chantilly, VA	Contact Jim Schoening for information or to Register

\*\*There will not be a User Group meeting during the month of July

## Reminder—Upgrade Light machines to v4.0.3—Mandatory upgrade that should be completed by mid-July

We posted the Light Installers v4.0.3 (as well as a desktop rekey installer) on the USAccess SFTP server on June 13, and sent an email announcing its availability.

This upgrade is a mandatory upgrade, as it contains new ActiveX controls that are part of USAccess Software Release 9.10. The new ActiveX controls are part of several CMS/activation system hotfixes from our vendor that make up this release, and are required to complete activations, card updates or rekeys on Light and desktop rekey machines once Release 9.10 goes to production. Release 9.10 is tentatively scheduled for July 16. Should this date be pushed out, we will send a follow up email to Agency leads.

Please see the Light Installers v4.0.3 release notice and the Release 9.10 release notice posted on the Agency Lead Portal (ALP) for more details. The Fixed Activation workstations will be updated automatically using our automated system so no action is needed by Agencies to update Fixed Activation workstations.

## USACCESS Program

### Special Points of Note:

Now found on  
[www.fedidcard.gov](http://www.fedidcard.gov):

- > Service Order Requests and Test Card Orders
- > Role Holder Web Based Training Registration
- > Deployment Activities and USAccess Center Status Alerts
- > Contact Sharon Meng ([Sharon.Meng@gsa.gov](mailto:Sharon.Meng@gsa.gov)) to be added to USAccess distribution lists.
- > Contact Jim Schoening ([jim.schoening@gsa.gov](mailto:jim.schoening@gsa.gov)) for Registrar Classroom Training sign up

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## Jar File Expiration error messages: Update to Light Installers v4.0.3

A Jar file used on Light and Fixed Activation stations expired on June 19. This Jar file is needed on Unattended/Attended Activation systems to populate the Acknowledgement Page that follows any activation or update activity. Activations can still occur, but the Acknowledgement page using Unattended/Attended Activation won't populate and an *"Error: application blocked by deployment rule set"* message appears. This Jar file also impacts the Credential Inventory Tool (CIT) and Self Service Password Reset Portal where error messages will display when attempting to check cards in or reset one time activation passwords.

An update to fixed Activation machines was pushed last week, but LA and LCS machines must upgrade to Light Installers v4.0.3 in order to update this Jar file. The following message was posted on TRACKS instructing Activators to upgrade to v4.0.3 as soon as possible.



### **Acknowledgement Page**

**Mon, Jun 20 2016**

If you are on a LCS or LA kit and the Acknowledgement page is not working (Error: application blocked by deployment rule set), you need to upgrade to Release 4.0.3. Please contact local IT to get your system upgraded. In the meantime use PCA to activate. If you are on a FIXED station, contact the Help Desk at 866-493-8391 to get your system upgraded.

The USAccess Help Desk is also communicating the following workarounds until Light systems are upgrades to v4.0.3.

### Workarounds until upgrade to v4.0.3

- **USE PCA:** PCA is unaffected by both the Jar file expiration and the CMS hotfix ActiveX controls. Activators can use PCA to activate credentials until they update to v4.0.3. **NOTE:** CIT will still be impacted so please see workaround below for CIT.
- **If PCA is not an option:**
  - Acknowledgement page issues: Activators should either close the page/not digitally sign it (but print it out for an Applicant to manually sign), or access the page using a Fixed Activation machine.
  - CIT and Self Service Reset Portal issues: Activators can either contact Applicants to come pick up their cards or use a Fixed system to check in the cards and send "Card Ready for Pick up" emails until their Light systems are updated. They can also use either a Fixed machine or another machine with Internet access to use the password reset portal.

## USAccess Software Release 10/PIV-I Pilot

USAccess Software Release 10 will launch our PIV-I pilot with Department of Commerce, Department of Justice, and Department of Interior. This release is tentatively scheduled for mid-July and will coincide with Release 9.10.

This is a PILOT, and lessons learned will be used to refine the PIV-I service. Updates will likely occur following feedback from pilot customers. Please see the USAccess Software Release 10 Excel document posted on the Agency Lead Portal for information about PIV-I as well as changes that are visible to all customers. A formal release notice will come by the end of next week.

## Update to Duplicate Check results displayed in Security Officer Portal

On June 4, the software used within the Security Officer portal to perform 1:n Applicant fingerprint duplicate check was replaced with a new software engine. As a result of this change, Security Officers may now see results of duplicate matches with scores of zero, where this previously would not occur. The new engine uses a fused score system and therefore if a score of zero is displayed it is not a match for any other fingerprint in the system.



Agencies should continue to use the duplicate check system, and when a zero score appears, interpret that as a non-duplicate.

## Reminder—Data Population Request

Two weeks ago a Population Data Request was sent to all Agencies with a due date of June 17. This information is vital to our ongoing effort to re-assess the footprint of the shared credentialing infrastructure to ensure coverage for upcoming re-enrollment surge and provide greater availability of shared infrastructure in remote locations.

We have been very pleased with the amount of responses we have gotten to this request - especially given the short timeline. Thanks to all who have worked to provide this information! For those agencies that have not yet responded we are still accepting responses. Please let the MSO know if you intend on sending a response, and how much more time is required to gather the data.

If you have any questions about the purpose of the request, or how to complete the spreadsheet, please email the MSO at [gsamso@gsa.gov](mailto:gsamso@gsa.gov).

Thank you again for your support in this effort.

## New format for the Blue Top Newsletter

After this week the USAccess program will be changing the way that we send the Blue Top Newsletter. Keep an eye on your mailbox in two weeks for a streamlined new version from [USAccess@notify.gsa.gov](mailto:USAccess@notify.gsa.gov).

We are modernizing the way we deliver the Blue Top with the help of GovDelivery which is an email subscription service that makes it easier to manage and track distribution lists. GovDelivery allows recipients to subscribe and unsubscribe themselves with just a few clicks of their mouse. Everyone who is already on the Blue Top distribution list will not have to do anything to receive the newsletter as you have already been added to the distribution lists. Anyone who wants to be added can contact Sharon Meng ([Sharon.Meng@gsa.gov](mailto:Sharon.Meng@gsa.gov)) to be added to the distribution list before the first newsletter goes out. After that there will be a link that users will be able to click to subscribe themselves.

## Customer Loyalty Survey

Thank you to everyone who completed our annual Customer Loyalty Survey! We received a 25.8% completion rate which is the highest we've ever received. The purpose of the survey was to help the General Services Administration Federal Acquisition Service (GSA FAS) monitor customer satisfaction and loyalty. Your feedback identified ways we can enhance and improve your customer experience using the USAccess Program. We anticipate receiving the results in the next couple of weeks, and look forward to using your feedback to best prioritize our efforts and initiatives to align with your needs.

## Service Enhancements

### Changes/updates since last Blue Top

- Update DOE Zone 4B Return Address

### Planned changes

For any maintenance downtime periods, please schedule some buffer time to resume enrollment and activation appointments to account for any unanticipated delays in service.

- **July 9:** Routine maintenance is tentatively scheduled for Saturday, July 9. The USAccess service and portals will be unavailable for most of the day. Please see the article above for more information on these releases.
- **Mid -July:** Release 9.10 and Release 10 (as mentioned above) are tentatively scheduled for mid-July (July 16). As soon as release details are finalized, we'll send an email to Agency Leads with the final release date. Agencies should continue with plans to upgrade their Light systems to v4.0.3 as soon as possible as the upgrade is still required once Release 9.10 goes in to production.

## Security Tip

### *Re-capture Everything During Re-Enrollments*

Remember that you must always re-capture fingerprints, photo, and re-scan ID documents during a re-enrollment. Since Registrars do not have the ability to determine why a re-enrollment was requested, you must always re-do the entire enrollment process. Failure to do so causes problems during the Activation process and compromises the mission and security of the PIV Credential program.

In most cases, in order to re-capture fingerprints, you must first clear the original fingerprints. You may do so by clicking the "Clear All" button in the Capture Window of the 10-print screen.

**FINALLY, Never, ever use someone else's PIV or roleholder account for any reason, or let anyone use yours. This applies to individual cardholders as well as roleholders.**